

CITY OF CLEVELAND – DEPARTMENT OF PUBLIC UTILITIES

REQUEST FOR PROPOSAL

ORACLE CUSTOMER CARE & BILLING UPGRADE

ADDENDUM No. 2

May 30, 2018

The proposal due date is June 15, 2018 by 12:00 p.m.

The last day for questions is extended to June 5, 2018 by 12:00 p.m.

Addendum No. 3 will be issued by June 7th to answer any questions received by the last day for questions and issue any clarification to the RFP and fee table.

Answers to questions received:

1. The RFP provides conflicting guidelines:

- Use Binders: Page 18, subparagraph ii: "A proposer should, to the extent possible use products consisting of or containing recycled content in its proposal including, but not limited to folders, binders, paper clips, diskettes, envelopes, boxes."
- No Binders: Page 24, VIII. Proposal Contents, paragraph 3: "Please do not submit proposals in loose-leaf binders"

Answer: The first bullet point only pertains to recycled content if any of the listed items are included in your proposal.

The second bullet states that proposals are not to be submitted in loose-leaf (i.e. three – ring) binders. Proposals should bound so as to lay flat.

2. Please confirm the 100 page maximum length for the technical proposal.

Answer: 100 page maximum length for the technical proposal.

3. The spreadsheet of requirements that was sent out with addendum 1 is protected and some cells cannot be edited. Is it possible for the original spreadsheet to be unprotected and then sent out again?

Answer: The cells under the columns of Y/N and Comments should be unprotected for responses. All other columns are not to be edited.